



**King County**

### **What is Lean?**

1. Simply, lean means **creating more value for customers with fewer resources.**
2. At the core of Lean is **respect for people.** Lean leadership is about enabling and empowering people. Lean leadership is about helping people grow professionally and personally, allowing to take pride in their work.
3. The **customer defines the value of the product** and decides what adds value and what doesn't. Anything that doesn't add value from the customers' perspective is "Waste".
4. Lean **builds capacity** in an organization to do more value-added work. When we cut out bureaucratic steps that don't add value, we can concentrate on the work that really matters.
5. Lean **creates consistency and it sets standards** for processes so you can do the same thing over and over again and get the same results every time.
6. It **makes work visible** so it can be continually improved. You cannot improve what you cannot see.
7. Lean is **not code for layoffs.** No one will lose their job or lose pay as a result of Lean outcomes. Jobs will change, though, and hopefully become more fulfilling.
8. Lean is a **management philosophy that comes with a box of tools** we will use to accomplish the goals of the Strategic Plan.